

From: John/Sharon
To: Microsoft ATR
Date: 1/2/02 12:38pm
Subject: Microsoft Settlement

We (a family of three, voting age consumers - owners of four active computers at the moment) definitely feel that the settlement of the Microsoft case is in the best interest of the consumer.

Each of our computers uses a Microsoft operating system. Two use Windows 98 and two use Microsoft 2000. In addition to the operating system we also use the Microsoft Office 2000 Professional in our computers. At one time we had a computer with a different operating system. It was a nightmare, the support for the consumer was poor, and ultimately it was removed from the computer and replaced with a Microsoft product.

We each believe that this whole Microsoft suit was ridiculous. Microsoft has hired the employees who develop their software. Their employees seem to be well treated and content to remain with Microsoft...and to try to hurt this company for their foresightedness is ridiculous. When it comes to customer support, Microsoft is the best. They stand far above many other companies in this aspect.

What I see happening if this suit is not settled is: continued uncertainty for Microsoft, which if I were running the company would definitely result in a delay in further development (not good for the consumer); increased costs to Microsoft which would be passed along to the consumer (again not good for the consumer); possibly some gain for CEO's of other software companies in terms of financial gain. This would not benefit the consumer either. We have always been very pleased with Microsoft and will continue to remain loyal to them.

The other 'cry baby' companies who are unable, or unwilling, to compete in the marketplace will never gain our support in terms of buying their products or any other means. What they have attempted to do through a legal suit does not have our support. The states that are holding out and the companies who desire to continue this suit are definitely NOT putting the best interest of the consumer at the front of their decision.

Sincerely,

Sharon, John & Greg Nawalanic